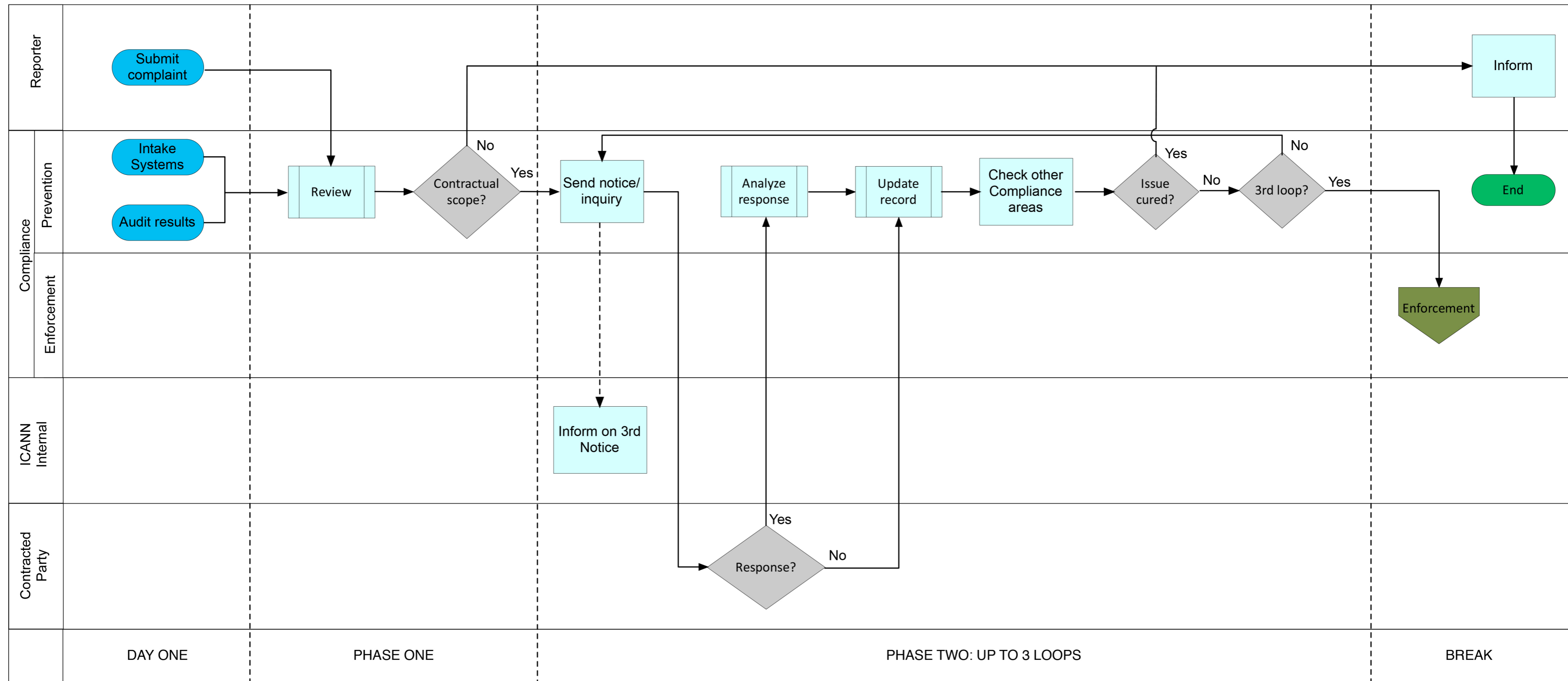


# Informal Resolution Process



First loop: Email  
 Second loop: Email + Call  
 Third loop: Email + Call + Fax